

*Evidence 6*

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

Ameritech  
2401 West Grace, 1st Floor  
Attention: ACE Team  
Chicago IL 60018  
January 10, 2002

**Ameritech Account Number 312 455-2199 040 8**

**Dear Sir or Madam**

Although you promised an investigation several month ago, you keep on sending us flawed bills, had some of your officers phone us at home who tried to harass us into paying your flawed bills, and even disconnected our phone for a while. In addition to our previous complaints, I am sending you now our most recent complaint about your current bill, December 2, 2001 to January 1, 2002.

We note that there are 376 local calls of which we did not make the vast majority as we are making typically only about 5 to 10 local calls per month! We phoned the last number on the itemized local section 219 398 4608 today at about 12:10 pm and were connected to an electronic communication device (fax, computer modem, whatever - with whom it is impossible to have a human interaction. So we definitively did not call this number on December 28 as your bill implies.

We note that there are 18 itemized AT&T long distance calls which we did not make as we are not even customers of AT&T. Having phoned the last number (212 852 6888) on that section today at about 12:12 pm, we noticed (as on several occasions in the past) that we were again connected to an electronic communication device, (fax, computer modem, whatever) we did not have any conversation in the past as we are not electronic communication devices ourselves). Certainly, we did not call this number on December 21 nor did we call any of the other numbers in the AT&T section as we are not even customers of AT&T!

**Similar to the policy that was agreed four month ago (but which you suspended two month ago in order to try to coerce us into paying your flawed bills), we are going to pay only for the Monthly Service Charges at \$15.96, plus Local, State and Federal Charges at 2.01, plus 10 local calls at \$ 0.05 each, i.e. \$ 0.5, plus total HBS Billing Charges \$ 0.54. This gives a total of \$ 19.04 which we have sent per check to the billing service with an identical copy of this letter today.**

**To sum the problem up once more although we are sick and tired about putting it down on paper month other month:**

**All your bills since January 2001 are plainly wrong. You should have by now finished a professional investigation of this billing problem and we expect that you will sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.**

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

Note that a copy of this letter has been attached to a letter to Director, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.

*Svoboda* *Mr. Ace*

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck

3rd floor, rear apartment

1149 West Taylor Street

Chicago IL 60607-4221

To Fax 773 509 8790 from fax 312 9016

Ameritech

2401 West Grace, 1st Floor

Attention: ACE Team

Chicago IL 60018

December 9, 2001

**Ameritech Account Number 312 455-2199 040 8**

**Dear Sir or Madam**

Although you promised an investigation several month ago, you keep on sending us flawed bills, had some of your officers phone us at home who tried to harass us into paying your flawed bills, and even disconnected our phone for a while. In amendment to our fax from November 13, 2001 (totalling 20 pages of complaint), I am sending you now our most recent complaint about your current bill, November 2 to December 1.

We note that there are 7 itemized AT&T long distance calls which we did not made as we are not even customers of AT&T. Having phoned the first number (Rockford, IL 815 965 3750) on that bill today on at about 15:17, we noticed (as on several occasions in the past) that we were again connected to an electronic communication device, (fax, computer modem, whatever) with whom it is impossible to have a human interaction. Certainly, we did not call this number on November 11 nor did we call any of the other numbers in the AT&T section as we are not even customers of AT&T!

We note that there are 430 local calls of which we did not make the vast majority as we are making typically only about 5 to 10 local calls per month! Just in order to do you a favour, we phoned the given number on the itemized local section 219 887 4955 and (as in the past) were connected to an electronic communication device with whom we did not have any conversation in the past as we are not electronic communication devices ourselves.

**Similar to the policy that was agreed three month ago (but which you suspended last month in order to try to coerce us into paying your flawed bills), we are going to pay only for the Monthly Service Charges at \$17.02, plus Local, State and Federal Charges at 1.99, plus 10 local calls at \$ 0.05 each, i.e. \$ 0.5, plus total HBS Billing Charges \$ 4.38. This gives a total of \$ 23.89 which we have sent per check to the billing service with an identical copy of this letter today.**

**To sum the problem up once more although we are sick and tired about putting it down on paper month other month:**

**All your bills since January are plainly wrong. You should have by now finished a professional investigation of this billing problem and we expect that you will sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.**

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

**Note that a copy of this letter has been attached to a letter to Director, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.**

*Sw. G. J. ...*

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**To Fax 773 509 8790 from fax 312 9016**

Ameritech  
2401 West Grace, 1st Floor  
Attention: ACE Team  
Chicago IL 60018

November 13, 2001

**Ameritech Account Number 312 455-2199 040 8**

**Dear Sir or Madam**

After having obtained today the above mentioned fax number and address from a friendly customer relations offices at 1 800 634 4948, I am sending you now a 20 page documentation of our complaint. This documentations are (unsigned spare) copies of the letters we have sent to you over recent month, but for which we did not receive any reply.

**To sum the problem up in a sentence: The bills you keep sending us since January are plainly wrong! The details where exactly your bills are wrong can be found in the documentation.**

It is now high time that you take our complaint seriously, investigate thoroughly, and solve the problem once and for all. For a start, you should get in the habit of answering letters that are sent to you and should not disconnect our phone as you threatened to do today.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

 Dr. Peter Moeck

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

Ameritech Account Number 312 455-2199 040 8

Ameritech  
9525 West Brjn Mawr Avenue  
3<sup>rd</sup> Floor  
Attention ACE Team  
Rosemont IL 60018  
November 11, 2001

Dear Sir or Madam

Assuming that you are still working on the numerous complaints made in our previous letters, we are commenting for simplicity this time only on Ameritech's last bill October 2 to November 1.

We note again that there are 23 itemized AT&T long distance calls we did not make as we are not even customers of AT&T. Having checked the first three items on that bill on November 9, 2001 at about 20:35, we were please to hear that these phone numbers are either closed or being checked. Certainly, we did not call these numbers between October 2 and November 1, as we did not call any of the other numbers in the AT&T section!

We note again that we did not make the vast majority of the 453 local calls you are billing us for as we are making typically only about 5 to 10 local calls per month! Just in order to be sure, we checked the first number on the itemized local section 219 794-9535 and as in the past were connected to an electronic communication device (i.e. modem or fax or whatever - we don't care) with whom we did not have any conversation in the past as we are not electronic communication devices ourselves.

On Monday, 22<sup>nd</sup> September, Mr. Christopher Joy, Tel.: 847 925 1431, called Dr. Peter Moeck at our number 312 455 2199 at 4:11 pm and asked for what reason we were attempting to sent him a fax from our standard telephone. It is impossible for us to send a fax from our phone, so again somebody else was using our phone number for his/her own illegal business. PLEASE SORT THIS PROBLEM OUT, it is high time.

We are pretty sure that it is the same old story, you are billing us since January of this year for all sorts of calls to electronic communication devices we did not make. NOW IT IS HIGH TIME AND COMPLETELY UP TO YOU TO SORT ALL OF THESE BILLS OUT! For fairness, you should also reimburse us for all of the amounts we overpaid you in the past.

*Similar to the policy that was agreed two month ago, we are going to pay only for the monthly service charges \$15.98, plus 10 local calls at \$ 0.05 each , i.e. \$ 0.5, plus total HBS Billing charges \$ 0.05. This gives a total of \$ 16.53 which we sent per check to the billing service with an identical copy of this letter today.*

**To sum the problem up once more although we are sick and tired about putting it down on paper month other month:**

All your bills since January are plainly wrong. You should have by now finished a professional investigation of this billing problem and we expect that you will sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

Note that a copy of this letter has been attached to a letter to Director, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.

1  
for Peter Moeck Svoboda

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ameritech  
9525 West Bryn Mawr Avenue  
3<sup>rd</sup> Floor  
Attention ACE Team  
Rosemont IL 60018  
October 13, 2001

**Dear Sir or Madam**

Assuming that you are still working on the numerous complaints made in our previous letters, we are commenting for simplicity this time only on Ameritech's last bill September 2 to October 1.

We note again that there are 33 itemized AT&T long distance calls we did not make as we are not even customers of AT&T. We note again that we did not make the vast majority of the 591 local calls as we are making typically only about 5 to 10 local calls per month. Just in order to be sure, we phoned today the very first number on the itemized local calls section, i.e. IN 219 972 6323, and were not the least surprised to reach an electronic communication device (i.e. modem or fax or whatever – we don't care) with whom we did not have any conversation in the past as we are not electronic communication devices ourselves.

We are pretty sure that it is the same old story, you are billing us since January of this year for all sorts of calls to electronic communication devices we did not make. **NOW IT IS HIGH TIME AND COMPLETELY UP TO YOU TO SORT ALL OF THESE BILLS OUT!** For fairness, you should also reimburse us for all of the amounts we overpaid you in the past.

Similar to the policy that was agreed last month, we are going to pay only for the monthly service charges \$15.98, plus 10 local calls at \$ 0.05 each , i.e. \$ 0.5, plus total HBS Billing charges \$ 0.68.

This gives a total of \$ 17.16 which we sent per check to the billing service with an identical copy of this letter today.

**To sum the problem up once more:**

**All your bills since January are plainly wrong.** You should start now with a professional investigation of this billing problem and sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

**Note that a copy of this letter has been attached to a letter to Ms. Jessa Cooper, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.**

Yours truly,

 Dr. Peter Moeck

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ameritech  
9525 West Brjn Mawr Avenue  
3<sup>rd</sup> Floor  
Attention ACE Team  
Rosemont IL 60018  
September 11, 2001

**Dear Sir or Madam**

Thrusting that you take good care of our last letter I am commenting for simplicity this time only on Ameritech's last bill August 2 to September 1.

As we already told you in our last letter, we have been abroad from August 6 to August 14 (and can prove it!). As nobody else is living in our flat and the only spare key was with a very trusted friend, it is up to you to explain who could physically have made the AT&T call to Charlotte NC 704 388 0568 on August 10 from our flat. Having checked that number from Dr. Peter Moeck's office (i.e. 312 996 2555) today, it is actually a computer modem, fax or whatever communication device. It is, thus, again up to you to explain who could physically have had a meaningful conversation with that device. As you know by now, we are not even customers of AT&T, so we are not going to pay for this call and all the other calls including all taxes from the AT&T section of the bill you have sent us.

We did not originate the fast majority of the 293 local calls you are billing us for and do not recognise any of the itemized local calls. Having checked for example Gary 219 977 4289 today form Dr. Peter Moeck's office today, we found again that this is a computer modem, fax or whatever communication device with whom nobody can have a meaningful conversation. That should make you realise that we are telling the truth, the vast majority of the local calls are not ours and therefore we are not going to pay for them.

Typically we make 5 to 10 local calls in a month and so we are paying for them \$.50 + \$ 15.96 monthly services (Line Charge, Caller Identification, Calling Name Display, Federal Access Charge) + \$ 0.63 HBS billing service charges including taxes.

Last month we had for personal reasons 21 local phone calls, but paid only for 10 of them, so we are adding another \$ 1.10 to the present bill.

In total we are paying you for this bill \$ 18.19.

**To sum the problem up once more:**

**All your bills since January are plainly wrong.** You should start now with a professional investigation of this billing problem and sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

**Note that a copy of this letter has been attached to a letter to Ms. Jessa Cooper, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.**

Yours truly,

*Dr. Peter Moeck*

*Dr. Svoboda*

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ameritech  
9525 West Bryn Mawr Avenue  
3<sup>rd</sup> Floor  
Attention: ACE Team  
Rosemont IL 60018  
September 3, 2001

**Dear Sir or Madam**

Thank you very much indeed for giving us your address eventually over the phone on August 21, 2001 (after our 3 previous unsuccessful attempts to get an address to write to by calling 1-800-244-4444). Unfortunately, we received the promised copies of the local call details on your bill for the period between July 2 and August 1 as late as August 27, 2001, but had to arrange for a payment for that period before that date in order to avoid late charges.

As you told us that the ACE Team is going to investigate our complaints at long last (after our previous two letters to the Ameritech Bill Payment center, our letters to Ameritech, P.O. Box 4520, Carol Stream, and Ameritech, Arlington Heights, and our two letters to the Consumer Services Division of the Illinois Commerce Commission in Springfield) we are very happy to be able to present our case at long last to you in writing and to return your list of local calls between July 1 and July 31.

**First we would like to comment on the list of local calls between July 1 and July 31.**

On that list we identify only 21 calls as ours, the other 155 calls have not been originated by us. The calls we recognised as ours are for simplicity (as they account to less than 14% of the total calls) marked by a red ball pen tick on your list. The number of calls we did originate within this period is significantly higher than we normally make within a month (typically 5 - 10) as my partner's son was visiting us from England and I inquired about the possibilities of postgraduate studies for my daughter. There were in this period, thus, significantly more phone calls than usual as more things than usual were to organize. The other 155 calls that we did not originate are not marked with a red ball pen tick by.

It is more than striking that 107 local calls totalling 126 minutes have allegedly been made on July 23, 2001, between 1:51 pm and 7:28 pm, i.e. within 337 minutes. Somebody has, thus, been allegedly on the phone for approximately 37% of that time period doing local calls. We do not think that any person is actually capable of telephoning at such a frantic pace over such a long period of time and have a meaningful conversation within the approximately 71 seconds each call lasted on average!! **What actually happened within your company that resulted in your billing us for these phone calls is for you to find out. The following observations may help you in your inquiries:**

On July 23 at about 5:30 pm we were called by a man who is unknown to us. This person did not reveal his name, was very reluctant to engage in any further conversation, but stated as opening line that his reason for calling us was that our number was shown on the previous phone call display of his phone. During his call the number 773 775 2991 was displayed as the number of the phone he was calling from. If this man was not mistaken, this very number should show up on your records that were used for our monthly statement July 2 - August 1. Closer inspection of the list of local calls for this time period you provided, however, does not show this telephone number!

The closest telephone number to this very number as far as digits and time are concerned on your list of local calls is 773 775 2342, made on July 23, 5:05 pm. My partner Dr. Peter Moeck tried to call this very number on August 28, 2001, at about 3:20 from his office, i.e. 312 996 2555, but received only a series of noises that is typical for a computer modem or a fax machine or some other modern communication device. Next he tried to call three more telephone numbers from the list of local call you provided, i.e. 630 837 8943, 630 469 5244,

and 847 328 0357 at about 3:30 pm of the same day and received the very same machinized response noises! Later on, we called from home the telephone numbers 708 389 0457 and 630 63 2786, both dated July 23, 312 577 1560 and 708 534 9750 (both dated July 13) and received the very same machinized response noises!

**So there seems to be a pattern that may explain how so many calls can allegedly be made in such a short time and this may become the crucial lead for your investigations!!!** Possibly, your records for August 28, 2001, will wrongly indicate that the first four numbers 312 996 2555, 630 837 8943, 630 469 5244, and 847 328 0357 have been called between about 3:20 and 3:30 pm from our home phone 312 455 2199, although they have definitively been made from my partners offices, i.e. 312 996 2555 and no conversation took actually place (as one cannot have a meaningful conversation with such a communication machine).

For that very day, July 23, 2001, up to about 3.00 pm, we do actually possess a rock solid alibi that we were not at home, hence could not have made the alleged phone calls, as Ms. Fauks will be very happy to testify in court. As a matter of fact we attended a meeting (after a prior appointment) with the headmistress of the summer school in La Grange, Illinois, my partner's son was attending for the following two weeks.

On a later return call to 773 775 2991 - which is obviously a telephone - only the answer phone of that man which called as before on July 23 was available, but did not reveal anything further about him. From his accent, this person is probably American. Number 773 775 2342 may be the number of his computer modem, fax or other machinized communication device and he might be in the possession of a program that tells your company each time he uses his device that we were calling him!

### **Now let us present our case in more detail**

#### **Revision of your future Monthly Statement August 2 - September 1, 2001**

From August 6 to August 14, we have been abroad for a vacation (and can prove it!). As nobody else is living in our flat and the only spare key was with a very trusted friend, any local or long distance calls that have been made during this time have with certainty not been originated by us.

#### **Going through your previous bills starting with the most recent, we are listing below the details of the calls we did not originate with certainty:**

#### **Revisions of your Monthly Statements July 2 - August 1, 2001**

As the bill you have send us is for this period was again plainly wrong, we took the liberty to pay only for the services we actually used, i.e.

monthly services (Line Charge, Caller Identification, Calling number Display, Federal Access charge) totalling \$ 15.93  
+ 10 local calls at 0.05 each = \$ 0.50  
+ Total HBS Billing Services = \$1.57  
-----  
**\$ 18.00**

We paid this sum per check which we sent on August 24, 2001, to your payment center in order to make sure you received payment before August 27, 2001, so that we avoid late payment penalty charges.

Now we realised on the basis of the itemised list we received from you yesterday that we did indeed make 21 local calls in this time period and will be very happy to pay you the difference of \$ 1.10 together with any incurred late charges or interest for this amount as soon as you sent us a new bill.



**HOWEVER, as stated above** we did not originate the vast majority of the 83 local calls billed at \$ 0.05 and did not originate the vast majority of the 93 local calls totalling 122 minutes billed at \$ 0.05!

**Typically** we make about 5 to 10 local calls per month, but clearly not the 176 you are billing us for!

We did not originate the itemized local calls

7-23 230P      Hammond IN 219 852 0018  
7-23 346P      E Chicago IN 219 397 6746  
7-23 356P      Highland IN 219 923 2563.

We did not originate the itemized AT&T long distance calls

7-23 200P      Pleasapri WI 262 947-3355  
7-23 252P      St Louis MO 314 865 3129  
7-23 435P      Newbuffalo MI 616 469 8209  
7-23 452P      Rockford IL 815 226 5617  
7-23 454P      Valparaiso IN 219 548 0631

and are not even customers of AT&T as they confirmed with us after we called their service line 1 800 222 0300

If you add these calls to the local calls for the same date, July 23, and time period, 1:51 pm to 7:28 pm, from the list you provided, the time allegedly spent on the phone by somebody rises to approximately 41% of the whole 337 minutes of that interval. As this is unimaginable, clearly something is very very wrong with your records and bill for this time period! **Your closer inspection of the previous bills may show that alleged calling patterns similar to the one outlined above are at the core of your wrong bills since January 2001.**

### **Revisions of your Monthly Statements July 2 - August 1, 2001**

We did not originate the vast majority of the 86 local calls billed at \$ 0.05.

We did not originate the vast majority of the 113 local calls totalling 133 minutes billed at \$ 0.05.

As stated above and below, typically we make about 5 to 10 local calls per month, but clearly not the 219 you are billing us for!

We did not originate the itemized local calls

6-4 412P      Lowell IN 219 696-6964  
6-4 655P      Hammond IN 219 844 4698.

We did not originate the itemized AT&T long distance calls

6-4 523P      Royal Oak MI 248 583-8121  
6-4 543P      Valparaiso IN 219 464-2562  
6-4 601P      Rockford IL 815 987-2721  
6-5 1123A      Boulder CO 303 499-6259  
6-5 543P      Valparaiso IN 219 548-0631  
6-5 213P      Charlotte NC 704 388-0568  
6-6 340P      Valparaiso IN 219 548-0631  
6-6 440P      Westport CT 203 227-8466  
6-13 336P      Charlotte NC 704 388-0568

and are not even customers of AT&T. We notice however, that whoever originated these calls has a preference for Valparaiso IN 219 548 0631, see also 7-23 above, and Charlotte NC 704 388-0568.

### **Revision of your Monthly Statements May 2 - June 1, 2001**

I, Dr. Svoboda Dimitrova, left for a vacation to Europe on May 6, 2001 and my partner, Dr. Peter Moeck, left for a business trip/vacation to Europe on May 12 (and we can prove it!). There is, thus, absolutely no way - that anyone of the following long distance and local calls has been made by us as we were abroad during the times the calls have been made.

May 13, 5-39 pm, Hobart,

IN 219 947-3839

May 13, 8-49 pm, Warren.	MI 810 283-5335
May 13, 8-50 pm, Newbuffalo	MI 616 469-8477
May 13, 10-01 pm, Springfield	OH 937 390-5593
May 13, 10-28 pm, Palm Cost	FL 386 447-1614
May 13, 11-36 pm, Rockford	IL 815 226-5617
May 13, 11-36 pm, Rockford	IL 815 987-2721
May 14, 3-37 pm, Hayward	CA 510 723-8800
May 14, 4-42 pm, Valparaiso	IN 219 548-0631

May 13, 9-28 pm, Gary	IN 219 944-8361
May 13, 9-30 pm, Highland	IN 219 923-2563.

As nobody else lives in our flat and only a very trusted friend had a spare key the following calls during this time, these calls were definitively not originated by us. We note again that it seems that somebody has been rather busy telephoning on Sunday May 13. Looking at the call details Ameritech, P.O. Box 4520, Carol Stream has sent us earlier, 79 local calls at a total of 164 minutes are listed for May 13 between 5:15 pm and 11:59 pm. **Adding to these 164 minutes the 14 minutes of long distance calls and the 4 minutes of itemized local calls for the same time interval, do you indeed suggest that we were approximately 45% of the whole time interval on the phone? Not only have we both been abroad at the time in question, but also there is probably not a single person in the world who is physically capable of speaking for more than 3 hours on the phone within a time period of 6 hours and 44 minutes! We do think that you owe us an explanation for this.**

We do not recognise any of the other 20 mysterious items in the AT&T long distance section,

4-25 1116A	Valparaiso IN 219 548 0631
4-25 251P	Valparaiso IN 219 548 0631
4-25 353P	Valparaiso IN 219 548 0631
4-30 400P	Pleasappri WI 262 947-3355
4-30 402P	Hobart IN 219 947-3839
4-30 405P	Minneapolis MN 952 854-4538
4-30 517P	Herndon VA 703 467-8265
4-30 518P	De Kalb IL 815 758-3711
4-30 535P	Portage IL 219 762-3370
5-07 1237P	Royal Oak MI 248 583-8121
5-07 112P	New York NY 212 852-6888
5-07 142P	Bonita SPG FL 941 947-1166
5-07 153P	Wellesley MA 781 235-6116
5-07 317P	Westport CT 203 227-8466
5-07 341P	Plesapri WI 262 947-7610
5-07 343P	Portage II 219 764-1595
5-08 248P	Omaha NE 402 271-4258
5-08 250P	Portage IL 219 787-0700
5-08 256P	Charlotte NC 704 388-0568
5-011 349P	Bellevue WA 425 732-7583

and are absolute sure that we did not originate them. In addition, as stated above repeatedly we are not even customers of AT&T. We note again, however, that whoever originated them has a preference for Valparaiso IN 219 548 0631 and Charlotte NC 704 388-0568, compare above, and seems to prefer making phone calls on Mondays afternoons (April 30, May 7, July 23).

We did not originate the vast majority of the 110 local calls billed at \$ 0.05.

We did not originate the vast majority of the 161 local calls totalling 256 minutes billed at \$ 0.05.

As stated above and below, typically we make about 5 to 10 local calls per month, but clearly not the 271 you are billing us for!

From the other itemised local calls

May 7, 15-58 pm,	Hammond IN 219 852-0018
May 7, 1-01 pm,	Spring grv IN 815 675-7265
May 7, 2-05 pm,	E.Chicago IN 219 397-0512

May 7, 3-19 pm. Merrillvl IN 219 647-6061  
we do not recognise any phone number and are sure that we did not originate them.

## Revision of your Monthly Statements April 2 - May 1, 2001

Unfortunately, my partner, Dr. Peter Moeck, paid in early May (when I had already left for Europe) the previous monthly statement April 2 - May 1, 2001 in full without consulting me. Closer inspection shows that there were as well 15 mysterious long distance with the AT&T company - of whom we are not even customers - calls about which we are absolutely sure that we did not originate them:

4-04 150P	Rockford IL 815 637-7629
4-04 423P	Des Moines IA 515 283-2913
4-15 258P	New York NY 212 852-6888
4-15 314P	Portage IN 219 762-3370
4-15 316P	Bishoprnch CA 925 830-1645
4-15 344P	Valparaiso IN 219 548-0631
4-15 426P	New York NY 646 349-4139
4-17 321P	Valparaiso IN 219 548-0631
4-23 1238P	Decatur IL 217 421-4795
4-23 143P	De Kalb IL 815 758-3711
4-23 206P	Milwaukee WI 414 358-5769
4-23 226P	Rock Cut IL 815 885-2090
4-23 335P	New York NY 646 349-4139
4-24 1252P	Valparaiso IN 219 548-0631
4-24 326P	Valparaiso IN 219 548-0631.

We note again that whoever originated these phone calls has a preference for Valparaiso IN 219 548-0631, New York NY 646 349-4139, and De Kalb IL 815 758-3711, see above, and seems to prefer Monday afternoons for his/her calls.

As a matter of courtesy, we ask you therefore to reimburse us with the cost of these 15 calls plus taxes, i.e. a total of \$ 70.89 as we are not even customers of AT&T!

This monthly statement shows, in addition, under the local bill section 210 calls billed at \$ 0.05 each and 330 calls totalling 467 minutes billed at \$ 0.05 per minute.

From the 14 itemize local calls on this bill,

4-04 127P	Gary IN 219 882-5065
4-15 241P	Hammond IN 219 852-0018
4-15 353P	Highland IN 219 923-2563
4-15 529P	Hammond IN 219 931-7463
4-17 1105A	Crownpoint IN 219 663-7250
4-23 137P	Hammond IN 219 933-0029
4-23 208P	E. Chicago IN 219 397-6746
4-23 239P	Gary IN 219 977-4289
4-30 109P	Crownpoint IN 219 663-7250
4-30 431P	Gary IN 219 977-4289
4-30 454P	Gary IN 219 887-4955
4-30 551P	Merrillvl IN 219 794-9535
4-30 605P	Dyer IN 219 865-7408
4-30 611P	Highland IN 219 923-2563

we do not recognise any of the telephone numbers and are therefore absolutely sure that we did not originate them. We note that whoever originated these calls has a preference for Crownpoint IN 219 663-7250 Gary IN 219 977-4289 and Highland IN 219 923-2563. In addition, it seems to be rather odd that almost all of these local calls are to the Indiana 219 area code, see above.

As I stated above we did make local calls from time to time in the past (about 5 to 10 calls per month), but it is absolutely inconceivable that we did all of these 540 local calls in the month of April. As it is difficult to figure

out how much we did in fact owe you for the local calls we made, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements March 2 - April 1, 2001**

Unfortunately, we already paid the monthly statement March 2 - April 1, 2001. There is a slight possibility that we may have originated all of the 21 local calls at \$0.05 each and the 4 local calls totalling 6 minutes per \$0.05. We do, however, not recognise the one itemised call April 2, 3.41 pm Spring grv IL 815 675-7265.

As we did not originate this call for sure, and typically make 5 to 10 local calls per month, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements February 2 - March 1, 2001**

Unfortunately, we already paid the monthly statement February 2 - March 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 5 local calls totalling 6 minutes per \$0.05, we suggest you compensate us in an appropriate form. A fair approach were to bill us for 5 to 10 local calls per month.

### **Revision of your Monthly Statements January 2 - February 1, 2001**

Unfortunately, we already paid the monthly statement January 2 - February 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 1 3way activation billed at \$ 0.70, we suggest you compensate us in an appropriate form. A fair approach were to bill us for 5 to 10 local calls per month.

**As far as we remember, we were issued the new telephone number in January. There should be no earlier bills and, therefore no queries about them.**

### **Other strange observations:**

Our neighbour, Ms. Dora Simeonova, 1149 West Taylor Street, 3<sup>rd</sup> level, front entrance apartment, Chicago IL 60607 made an relevant observation on June 28, 2001 at about 8.45 pm. She tried to phone us from her flat, but received only the engaged signal. So she came to our flat in person and discovered that we were not on the phone. We picked up our phone and discovered that the line was dead. Somebody else outside our flat may have been using our line at that very time and the records on local calls you have sent us earlier indicate that 847 734 8345 may have been the culprit.

On Sunday, August 5, 2001, a relative of Dr. Peter Moeck tried to call us from Canada (613 584 2044) and got the reply that our phone number is disconnected.

### **In conclusion:**

**All your bills since January are plainly wrong.** You should start now with a professional investigation of this billing problem and sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect also a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

**Note that a copy of this letter has been attached to a letter to Ms. Jessa Cooper, Consumer Services Division, Illinois Commerce Commission, 527 East Capitol Avenue, Springfield, Illinois 62701.**

Yours truly,

6  

Dr. Svoboda Alexandrova Dimitrova and Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ameritech  
9525 West Bryn Mawr Avenue  
3<sup>rd</sup> Floor  
Attention ACE Team  
Rosemont IL 60018  
August 25, 2001

**Dear Sir or Madam**

Thank you very much indeed for giving us your address eventually over the phone on August 21, 2001 (after our 3 previous unsuccessful attempts to get an address to write to by calling 1-800-244-4444). Unfortunately, we received the promised copies of the local call details on your bill for the period between July 2 and August 1 as late as August 27, 2001, but had to arrange for a payment for that period before that date in order to avoid late charges.

As you told us that the ACE Team is going to investigate our complaints at long last (after our previous two letters to the Ameritech Bill Payment center, our letters to Ameritech, P.O. Box 4520, Carol Stream, and Ameritech, Arlington Heights, and our two letters to the Consumer Services Division of the Illinois Commerce Commission in Springfield) we are very happy to be able to present our case at long last to you in writing and to return your list of local calls between July 1 and July 31.

**First we would like to comment on the list of local calls between July 1 and July 31.**

On that list we identify only 12 calls as ours, the other 164 calls have not been originated by us. The calls we recognised as ours are for simplicity (as they account to less than 7% of the total calls) marked by a ball pen tick on your list. The number of calls we did originate within this period is slightly higher than we normally make within a month (typically 5 - 10) as my partner's son was visiting us from England and there were more things than usual to organize. The other 164 calls that we did not originate are not marked.

It is more than striking that 107 local calls totalling 126 minutes have allegedly been made on July 23, 2001, between 1:51 pm and 7:28 pm, i.e. within 337 minutes. Somebody has, thus, been allegedly on the phone for approximately 37% of that time period. We do not think that any person is actually capable of telephoning at such a frantic pace over such a long period of time, but what actually happened within your company that resulted in your billing us for these phone calls is for you to find out.

For that very day, July 23, 2001, up to about 3.00 pm, we do actually possess a rock solid alibi, as we had an appointment with the headmistress of the summer school in La Grange, Illinois, my partner's son was attending for the following two weeks (as she will be very happy to testify in court).

**Now let us present our case in more detail**

**Revision of your future Monthly Statement August 2 - September 1, 2001**

From August 6 to August 14, we have been abroad for a vocation (and can prove it!). As nobody else is living in our flat and the only spare key was with a very trusted friend, any local or long distance calls that have been made during this time have with certainty not been originated by us.

**Going through your previous bills starting with the most recent, we are listing below the details of the calls we did not originate with certainty:**

## Revisions of your Monthly Statements July 2 - August 1, 2001

As the bill you have send us is for this period was again plainly wrong, we took the liberty to pay only for the services we actually used, i.e.

monthly services (Line Charge, Caller Identification, Calling number Display, Federal Access charge) totalling \$ 15.93  
+ 10 local calls at 0.05 each = \$ 0.50  
+ Total HBS Billing Services = \$1.57

---

**\$ 18.00**

We paid this sum per check which we sent on August 24, 2001, to your payment center in order to make sure you received payment before August 27, 2001, so that we avoid late payment penalty charges.

Now we realised on the basis of the itemised list we received from you yesterday that we did indeed make 13 local calls in this time period and will be very happy to pay you the difference of \$ 0.15 together with any incurred late charges for this amount as soon as you sent us a new bill.

**HOWEVER, as stated above we did not originate the vast majority of the 83 local calls billed at \$ 0.05 and did not originate the vast majority of the 93 local calls totalling 122 minutes billed at \$ 0.05!**

**Typically** we make about 5 to 10 local calls per month, but clearly not the 176 you are billing us for!

We did not originate the itemized local calls

7-23 230P      Hammond IN 219 852 0018  
7-23 346P      E Chicago IN 219 397 6746  
7-23 356P      Highland IN 219 923 2563.

We did not originate the itemized AT&T long distance calls

7-23 200P      Pleasapri WI 262 947-3355  
7-23 252P      St Louis MO 314 865 3129  
7-23 435P      Newbuffalo MI 616 469 8209  
7-23 452P      Rockford IL 815 226 5617  
7-23 454P      Valparaiso IN 219 548 0631

and are not even customers of AT&T.

If you add these calls to the local calls for the same date, July 23, and time period, 1:51 pm to 7:28 pm, from the list you kindly provided, the time allegedly spent on the phone by somebody rises to approximately 41% of the whole 337 minutes of that interval. As this is unimaginable, clearly something is very very wrong with your bill for this time period! **Your closer inspection of the previous bills may show that alleged calling patterns similar to the one outlined above are at the core of your wrong bills since January 2001.**

## Revisions of your Monthly Statements July 2 - August 1, 2001

We did not originate the vast majority of the 86 local calls billed at \$ 0.05.

We did not originate the vast majority of the 113 local calls totalling 133 minutes billed at \$ 0.05.

As stated above and below, typically we make about 5 to 10 local calls per month, but clearly not the 219 you are billing us for!

We did not originate the itemized local calls  
6-4 412P Lowell IN 219 696-6964  
6-4 655P Hammond IN 219 844 4698

We did not originate the itemized AT&T long distance calls

6-4 523P Royal Oak MI 248 583-8121  
6-4 543P Valparaiso IN 219 464-2562  
6-4 601P Rockford IL 815 987-2721  
6-5 1123A Boulder CO 303 499-6259  
6-5 543P Valparaiso IN 219 548-0631  
6-5 213P Charlotte NC 704 388-0568  
6-6 340P Valparaiso IN 219 548-0631  
6-6 440P Westport CT 203 227-8466  
6-13 336P Charlotte NC 704 388-0568

and are not even customers of AT&T. We notice however, that whoever originated these calls has a preference for Valparaiso IN 219 548 0631, see also 7-23 above, and Charlotte NC 704 388-0568.

## **Revision of your Monthly Statements May 2 - June 1, 2001**

I, Dr. Svoboda Dimitrova, left for a vacation to Europe on May 6, 2001 and my partner, Dr. Peter Moeck, left for a business trip/vacation to Europe on May 12 (and we can prove it!). There is, thus, absolutely no way - that anyone of the following long distance and local calls has been made by us as we were abroad during the times the calls have been made.

May 13, 5-39 pm, Hobart,	IN 219 947-3839
May 13, 8-49 pm, Warren,	MI 810 283-5335
May 13, 8-50 pm, Newbuffalo	MI 616 469-8477
May 13, 10-01 pm, Springfield	OH 937 390-5593
May 13, 10-28 pm, Palm Cost	FL 386 447-1614
May 13, 11-36 pm, Rockford	IL 815 226-5617
May 13, 11-36 pm, Rockford	IL 815 987-2721
May 14, 3-37 pm, Hayward	CA 510 723-8800
May 14, 4-42 pm, Valparaiso	IN 219 548-0631

May 13, 9-28 pm, Gary	IN 219 944-8361
May 13, 9-30 pm, Highland	IN 219 923-2563

As nobody else lives in our flat and only a very trusted friend had a spare key the following calls during this time, these calls were definitively not originated by us. We note again that it seems that somebody has been rather busy telephoning on Sunday May 13. Looking at the call details Ameritech, P.O. Box 4520, Carol Stream has sent us earlier, 79 local calls at a total of 164 minutes are listed for May 13 between 5:15 pm and 11:59 pm. Adding to these 164 minutes the 14 minutes of long distance calls and the 4 minutes of itemized local calls for the same time interval, do you indeed suggest that we were approximately 45% of the whole time interval on the phone? Not only have we both been abroad at the time in question, but also there is probably not a single person in the world who is physically capable of speaking for more than 3 hours on the phone within a time period of 6 hours and 44 minutes! We do think that you owe us an explanation for this.

We do not recognise any of the other 20 mysterious items in the AT&T long distance section,

4-25 1116A	Valparaiso IN 219 548 0631
4-25 251P	Valparaiso IN 219 548 0631
4-25 353P	Valparaiso IN 219 548 0631
4-30 400P	Pleasappri WI 262 947-3355
4-30 402P	Hobart IN 219 947-3839
4-30 405P	Minneapolis MN 952 854-4538
4-30 517P	Herndon VA 703 467-8265
4-30 518P	De Kalb IL 815 758-3711

4-30 535P	Portage IL 219 762-3370
5-07 1237P	Royal Oak MI 248 583-8121
5-07 112P	New York NY 212 852-6888
5-07 142P	Bonita SPG FL 941 947-1166
5-07 153P	Wellesley MA 781 235-6116
5-07 317P	Westport CT 203 227-8466
5-07 341P	Plesapri WI 262 947-7610
5-07 343P	Portage II 219 764-1595
5-08 248P	Omaha NE 402 271-4258
5-08 250P	Portage IL 219 787-0700
5-08 256P	Charlotte NC 704 388-0568
5-011 349P	Bellevue WA 425 732-7583

and are absolute sure that we did not originate them. In addition, we are not even customers of AT&T. We note, however, that whoever originated them has a preference for Valparaiso IN 219 548 0631 and Charlotte NC 704 388-0568, compare above, and seems to prefer to make phone calls on Mondays afternoons (April 30, May 7, July 23).

We did not originate the vast majority of the 110 local calls billed at \$ 0.05.

We did not originate the vast majority of the 161 local calls totalling 256 minutes billed at \$ 0.05.

As stated above and below, typically we make about 5 to 10 local calls per month, but clearly not the 271 you are billing us for!

From the other itemised local calls

May 7, 15-58 pm,	Hammond IN 219 852-0018
May 7, 1-01 pm,	Spring grv IN 815 675-7265
May 7, 2-05 pm,	E Chicago IN 219 397-0512
May 7, 3-19 pm,	Merrilvl IN 219 647-6061

we do not recognise any phone number and are sure that we did not originate them.

### **Revision of your Monthly Statements April 2 - May 1, 2001**

Unfortunately, my partner, Dr. Peter Moeck, paid in early May (when I had already left for Europe) the previous monthly statement April 2 - May 1, 2001 in full without consulting me. Closer inspection shows that there were as well 15 mysterious long distance with the AT&T company - of whom we are not even customers - calls about which we are absolutely sure that we did not originate them:

4-04 150P	Rockford IL 815 637-7629
4-04 423P	Des Moines IA 515 283-2913
4-15 258P	New York NY 212 852-6888
4-15 314P	Portage IN 219 762-3370
4-15 316P	Bishoprnch CA 925 830-1645
4-15 344P	Valparaiso IN 219 548-0631
4-15 426P	New York NY 646 349-4139
4-17 321P	Valparaiso IN 219 548-0631
4-23 1238P	Decatur IL 217 421-4795
4-23 143P	De Kalb IL 815 758-3711
4-23 206P	Milwaukee WI 414 358-5769
4-23 226P	Rock Cut IL 815 885-2090
4-23 335P	New York NY 646 349-4139
4-24 1252P	Valparaiso IN 219 548-0631
4-24 326P	Valparaiso IN 219 548-0631

We note again that whoever originated these phone calls has a preference for Valparaiso IN 219 548-0631, New York NY 646 349-4139, and De Kalb IL 815 758-3711, see above, and seems to prefer Monday afternoons for his/her calls.

As a matter of courtesy, we ask you therefore to reimburse us with the cost of these 15 calls plus taxes, i.e. a total of \$ 70.89 as we are not even customers of AT&T!



This monthly statement shows, in addition, under the local bill section 210 calls billed at \$ 0.05 each and 330 calls totalling 467 minutes billed at \$ 0.05 per minute.

From the 14 itemize local calls on this bill,

4-04 127P	Gary IN 219 882-5065
4-15 241P	Hammond IN 219 852-0018
4-15 353P	Highland IN 219 923-2563
4-15 529P	Hammond IN 219 931-7463
4-17 1105A	Crownpoint IN 219 663-7250
4-23 137P	Hammond IN 219 933-0029
4-23 208P	E. Chicago IN 219 397-6746
4-23 239P	Gary IN 219 977-4289
4-30 109P	Crownpoint IN 219 663-7250
4-30 431P	Gary IN 219 977-4289
4-30 454P	Gary IN 219 887-4955
4-30 551P	Merillvi IN 219 794-9535
4-30 605P	Dyer IN 219 865-7408
4-30 611P	Highland IN 219 923-2563

we do not recognise any of the telephone numbers and are therefore absolutely sure that we did not originate them. We note that whoever originated these calls has a preference for Crownpoint IN 219 663-7250 Gary IN 219 977-4289 and Highland IN 219 923-2563. In addition, it seems to be rather odd that almost all of these local calls are to the Indiana 219 area code, see above.

As I stated above we did make local calls from time to time in the past (about 5 to 10 calls per month), but it is absolutely inconceivable that we did all of these 540 local calls in the month of April. As it is difficult to figure out how much we did in fact owe you for the local calls we made, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements March 2 - April 1, 2001**

Unfortunately, we already paid the monthly statement March 2 - April 1, 2001. There is a slight possibility that we may have originated all of the 21 local calls at \$0.05 each and the 4 local calls totalling 6 minutes per \$0.05. We do, however, not recognise the one itemised call

April 2, 3.41 pm Spring grv IL 815 675-7265.

As we did not originate this call for sure, and typically make 5 to 10 local calls per month, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements February 2 - March 1, 2001**

Unfortunately, we already paid the monthly statement February 2 - March 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 5 local calls totalling 6 minutes per \$0.05, we suggest you compensate us in an appropriate form. A fair approach were to bill us for 5 to 10 local calls per month.

### **Revision of your Monthly Statements January 2 - February 1, 2001**

Unfortunately, we already paid the monthly statement January 2 - February 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 1 3way activation billed at \$ 0.70, we suggest you compensate us in an appropriate form. A fair approach were to bill us for 5 to 10 local calls per month.

As far as we remember, we were issue the new telephone number in December, but do no longer possess a copy of the December bill. We have, therefore, no queries about this particular bill.

## **Other interesting and probably relevant observations:**

On July 23 at about 5:30 pm we were called by a man who is unknown to us. This person did not reveal his name, was very reluctant to engage in any further conversation, but stated as opening line that his reason for calling us was that our number was shown on the previous phone call display of his phone. During his call the number 773 775 2991 was displayed as the number of the phone he was calling from. If this man was not mistaken, this very number should show up on your records that were used for our monthly statement July 2 – August 1.

On a later return call to 773 775 2991 – which is obviously a telephone - only the answer phone of that man which did not reveal anything further about him was available. From his accent, this person is probably American.

Closer inspection of the list of local calls for this time period you kindly provided, however, does not show this telephone number. The closest telephone number to this very number on your list of local calls is 773 775 2342, made on July 23, 5:05 pm. My partner Dr. Peter Moeck tried to call this very number on August 28, 2001, at about 3:20 from his office, i.e. 312 996 2555, but received only a series of noises that is typical for a computer modem or a fax machine or some other modern communication device. Next he tried to call three more telephone numbers from the list of local call you provided, i.e. 630 837 8943, 630 469 5244, and 847 328 0357 at about 3:30 pm of the same day and received the very same machinized response noises! **So there seems to be a pattern that may explain how so many calls can allegedly be made in such a short time and this may become the crucial lead for your investigations!!!** Possibly, your records for August 28, 2001, will wrongly indicate that these four numbers have been called between about 3:20 and 3:30 pm from our home phone 312 455 2199, although they have definitively been made from my partners offices, i.e. 312 996 2555 and no conversation took actually place.

Our neighbour, Ms. Dora Simeonova, 1149 West Taylor Street, 3<sup>rd</sup> level, front entrance apartment, Chicago IL 60607 made an interesting observation on June 28, 2001 at about 8.00 pm. She tried to phone us from her flat, but did not get through. So she came to our flat in person and discovered that we were not on the phone. Obviously somebody else outside our flat was using our line at that very time. On Sunday, August 5, 2001, a relative of Dr. Peter Moeck tried to call us from Canada (613 584 2044) and got the reply that our phone number is disconnected.

### **In conclusion:**

All your bills since January are plainly wrong. You should start now with a serious investigation of this billing problem and sort it out once and for all as a matter of priority since our dissatisfaction with the services of your company has been going for far to long already.

After your investigation, you should conclude that you indeed owe us financial compensation for the bills we overpaid since January and reimburse us in an appropriate way. We expect a letter from you which specified what was exactly wrong and what you are going to change that it may not happen in the future. Another thing we would like to ask from you after your investigation is the issuing of a new telephone number to us (at your own expense) as we do not want to discover a return of the billing problem in the future.

NOTE THAT AN EXACT COPY OF THIS LETTER HAS BEEN ATTACHED TO A LETTER TO MS. JESSA COOPER, CONSUMER SERVICES DIVISION, ILLINOIS COMMERCE COMMISSION, 527 EAST CAPITOL AVENUE, SPRINGFIELD, ILLINOIS 62701.

Yours truly,



Dr. Svoboda Alexandrova Dimitrova/ Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

## Revisions for Account Number 312 455-2199 040 8

Ameritech  
Bill Payment Center  
Chicago IL 60663-0001

July 9, 2001

Dear Sir or Madam,

### Revision of your Monthly Statements June 2 - July1, 2001

As we explained to you in our letter dated June 24, 2001, we are paying today only the monthly service charge and the HBS Billing Service charges, i.e. a total of \$17.01. We did definitely not originate the 86 local calls billed at 0.05 each, the 113 local calls totalling 133 minutes, the two itemized local calls, and the 9 itemized AT&T long distance calls. PLEASE SORT OUR ACCOUNT OUT AS AN URGENT MATTER OF COURTESY as we do not want to receive wrong bills for our account anymore.

### Below follows a copy of our letter dated June 24, 2001:

#### **Revision of your Monthly Statements May 2 - June 1, 2001**

Enclosed we sent you a check over \$ 23.62 which is the exact difference between the \$ 186.34 on the monthly statement May 2 - June 1, 2001, the \$144.95 total AT&T charges, the \$15.55 total local calls, and the \$ 2.22 total local tolls. We made this deduction as we did not originate any of the long distance calls and with certainty not all of the 272 local calls! As a matter of fact, I left for a vacation to Europe on May 6, 2001 and my partner left for a business/vacation to Europe on May 12. There is, thus, absolutely no way - and we can prove it as we were abroad at these times\* - that anyone of the following calls has been made by us (i.e. from our phone as nobody else lives in our flat):

May 13, 5-39pm, Hobart,	IN 219 947-3839
May 13, 8-49 pm, Warren,	MI 810 283-5335
May 13, 8-50 pm, Newbuffalo	MI 616 469-8477
May 13, 10-01 pm, Springfield	OH 937 390-5593
May 13, 10-28 pm, Palm Cost	FL 386 447-1614
May 13, 11-36 pm, Rockford	IL 815 226-5617
May 13, 11-36 pm, Rockford	IL 815 987-2721
May 14, 3-37 pm, Hayward	CA 510 723-8800
May 14, 4-42 pm, Valparaiso	IN 219 548-0631

As we do not recognise any of the other 20 mysterious items in the AT&T long distance section, we are absolute sure that we did not originate them. Hence, we are not going to pay for them. The monthly statement May 2 - June 1, 2001 shoes, in addition, under the local bill section 110 calls billed at \$ 0.05 each and 161 calls totalling 256 minutes billed at \$ 0.05 per minute. We did make local calls from time to time in the past (about 10 calls per month), but it is absolutely inconceivable that we did all of these calls in the month of May. From the itemised local calls

May 7, 15-58 pm , Hammond	IN 219 852-0018
May 7, 1-01 pm, Spring grv	IN 815 675-7265
May 7, 2-05 pm, E Chicago	IN 219 397-0512
May 7, 3-19 pm, Merrillvl	IN 219 647-6061
May 13, 9-28 pm, Gary	IN 219 944-8361
May 13, 9-30 pm, Highland	IN 219 923-2563

we do not recognise any phone number and we are sure that we did not originate them. Please send us a modified bill for our local calls for the period May 2 to June 1, to be more precise up to May 12, 2001 and we will immediately pay for our 10 or so local calls.

### **Revision of your Monthly Statements April 2 - May 1, 2001**

Unfortunately, my partner paid in early May (when I had already left for Europe) the previous monthly statement April 2 - May 1, 2001 in full without consulting me. Closer inspection shows that there are as well 15 mysterious long distance calls about which we are absolutely sure that we did not originate them. As a matter of courtesy, we ask you therefore to reimburse us with the cost of these 15 calls, i.e. a total of \$ 70.89. This monthly statement shows, in addition, under the local bill section 210 calls billed at \$ 0.05 each and 330 calls totalling 467 minutes billed at \$ 0.05 per minute.

From the 14 itemized local calls on this bill, we do not recognise any of the telephone numbers and are therefore absolutely sure that we did not originate them. As I stated above we did make local calls from time to time in the past (about 10 calls per month), but it is absolutely inconceivable that we did all of these 540 local calls in the month of April. As it is difficult to figure out how much we did in fact owe you for the local calls we made, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements March 2 - April 1, 2001**

Unfortunately, we already paid the monthly statement March 2 - April 1, 2001. There is a slight some possibility that we originated all or some of the 21 local calls at \$0.05 each and the 4 local calls totalling 6 minutes per \$0.05. We do, however, not recognise the one itemised call April 2, 3.41 pm Spring grv IL 815 675-7265. As we did not originate this call for sure, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements February 2 - March 1, 2001**

Unfortunately, we already paid the monthly statement February 2 - March 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 5 local calls totalling 6 minutes per \$0.05, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements January 2 - February 1, 2001**

Unfortunately, we already paid the monthly statement January 2 - February 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 1 3way activation billed at \$ 0.70, we suggest you compensate us in an appropriate form.

### **Further Monthly Statements**

As we are aware that it will take you some time to sort out these mysterious AT&T long distance calls and local calls in excess of 50 up to some 500 per month, we will take the liberty of ignoring these two sections on further monthly statements in the future until you reimbursed us with at least the \$ 70.89 from the monthly statement April 2- May 1, 2001 and have given us an appropriate refund for the excess local calls. Until this matter is settled, the very few long distance calls in the USA we may make in the future will be done on our account with GlobalCall. Occasionally, we may make long distance calls abroad using HBS and Telecom\*USA. Until this matter is settled, we will not make any local call from our telephone.

Yours truly,



\* While I am still in the possession of my air tickets, my partner submitted them for reimbursements to the institutions (Technical University Cottbus (Brandenburg, Germany), Physical-Technical Institute of the Federal Government Braunschweig (Niedersachsen, Germany) he visited. He has, however, not difficulty of proving that he left Chicago on May 12, 2001. I only returned on June 21, 2001 to Chicago (stamp by the O'Hare immigration office in my passport), and my partner returned to Chicago on June 1, 2001 (stamp by the O'Hare immigration office in his passport).

Dr. Svoboda Alexandrova Dimitrova/ Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ameritech  
P.O. Box 4520  
Carol Stream, IL 60197-4520  
July 19, 2001

**Dear Sir,**

Thank you for sending us copies of the call details for the calls we did not make in May and June. Yes, that is right, we did not make any of these calls and have already written 4 letters to Ameritech with pleas to sort our bills since February out. Without going much into details at this point, we may have made some 5 to maximal 10 local calls between April 2 and May 1, but we were billed for 554 local calls! Moreover there is no way whatsoever that the 10 itemized AT&T long distance calls between May 11 and May 29, 2001, and the 2 itemized local calls on May 13 have been made by us since both of us have evidently been abroad during this time period (and nobody else lives in our flat). Almost needless to say that we are not even customers of AT&T as a lady from AT&T at 1-800-222-0300 was so kind to confirm on July 11. Our neighbour, Ms. Dora Simeonova, 1149 West Taylor Street, 3<sup>rd</sup> level, front entrance apartment, Chicago IL 60607 made an interesting observation on June 28, 2001 at about 8.00 pm. She tried to phone us from her flat, but did not get through. So she came to our flat in person and discovered that we were not on the phone. Obviously somebody else outside our flat was using our line at that very time. Please help to sort the problems of these bills out since there seems to be no way of coming to an agreement with the telephone operators at 1-800-244-4444. We think that there must be somebody in a large organisation such as Ameritech who takes complaints such as the once we expressed in writing seriously.

As you can see from the attached letters, we have repeatedly been billed wrongly by Ameritech. For the payments of the last two bills from Ameritech, we deducted the charges for all of the calls we did - with absolute confidence - not originate, but paid the sum of the monthly service (line charge, caller identification, calling name display, and federal access charge) and all HBS Billing Service charges (as we originated 3 calls to Germany). In order to explain our deductions, we included into our last two replies to Ameritech Bill Payment Center Chicago IL 60663-0001 letters with comprehensive explanations that there is very obviously something fundamentally wrong with all the bills they issued to us since at least February 1, 2001, and our reasons for these deductions. For your perusal, we enclose copies of these two letters, dated June 24, 2001 and July 9, 2001.

After we paid the sum of the monthly service charges and all HBS Billing Service charges of the last bill promptly on July 9, 2001, and included the attached letter which a second plead to Ameritech to sort out what is fundamentally wrong with the bills they keep on sending us, we got on July 11 a note that is threatening the disconnection of our phone on July 18, 2001, if we do not pay for the calls we obviously did not originate. Blackmailing is obviously not the correct way to treat customers, but we understand that Ameritech is a large organisation with many different departments who work more or less independently from each other and where certain procedures are always followed. On the other hand, we do not intend to yield to the blackmailing as we have confidence in the general business principle that one is not obliged to pay for services one did neither receive nor order.

Ameritech's note from July 11, mentioned that we could attempt to resolve the dispute by calling Ameritech at 1-800-634-4948, which we did a the same day. The operator at this number advised us to call 1 800 244 4444, which we did as well on the same day and one day later again. The operators we spoke too were, however, not prepared to accept that the bills we received from Ameritech are fundamentally wrong and did not give us an address to which we could sent our complaint in writing. As a last resort it was mentioned in the note from Ameritech that one may write to 527 East Capital Ave., Springfield IL 62794-9280 which we did on July 11 as well. On July 17, 2001, we received and answered a letter by Ms. Rose Pederson, Ameritech, 44 S. Vail, Arlington Heights, Illinois 60005). Although this letter intended to sell us new Ameritech services, we took the opportunity to ask Ms. Rose for help with our current problems but have not had, so far, any confirmation from Ameritech that the problems with the wrong bills since February will be sorted out eventually.

Please be so kind as to help us! A sensible thing to do may be to forward this letter to the right department that takes customer complaints seriously.

Kind Regards, Yours truly

Enclosures

*W. J. P. M.*

Dr. Svoboda Alexandrova Dimitrova/ Dr. Peter Moeck  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

**Ameritech Account Number 312 455-2199 040 8**

Ms. Rose Pederson  
Ameritech  
44 S. Vail  
Arlington Heights, Illinois 60005  
July 17, 2001

**Dear Ms. Pederson**

Thank you for sending us the DSL disk. At the moment, however, we are very far from buying a new service from Ameritech as we are completely dissatisfied with the services we are currently receiving. Please help us first to sort the problems with the current services out as there seems to be no way of coming to an agreement with the telephone operators at 1-800-244-4444 within a reasonable time frame. We think that there must be somebody in a large organisation such as Ameritech who takes complaints such as the once we already expressed in three letters seriously.

We have repeatedly been billed wrongly by Ameritech for their account number 312 455-2199 040 8, which is our telephone account. For the payments of the last two bills from Ameritech, we deducted the charges for all of the calls we did - with absolute confidence - not originate, but paid the sum of the monthly service (line charge, caller identification, calling name display, and federal access charge) and all HBS Billing Service charges (as we originated 3 calls to Germany). In order to explain our deductions, we included into our last two replies to *Ameritech Bill Payment Center Chicago IL 60663-0001* letters with comprehensive explanations that there is very obviously something fundamentally wrong with all the bills they issued to us since at least February 1, 2001, and our reasons for these deductions. For your perusal, we enclose copies of these two letters, dated June 24, 2001 and July 9, 2001.

Without going much into details at this point, it is blatantly obvious that we did not originate the vast majority of the items on Ameritech's bills for the last couple of month, e.g. 554 local calls between April 2 and May 1. Moreover there is no way whatsoever that the 10 itemized AT&T long distance calls between May 11 and May 29, 2001, and the 2 itemized local calls on May 13 have been made by us since both of us have evidently been abroad during this time period (and nobody else lives in our flat). Almost needless to say that we are not even customers of AT&T as a lady from AT&T at 1-800-222-0300 was so kind to confirm on July 11. Our neighbour, Ms. Dora Simeonova, 1149 West Taylor Street, 3<sup>rd</sup> level, front entrance apartment, Chicago IL 60607 made an interesting observation on June 28, 2001 at about 8.00 pm. She tried to phone us from her flat, but did not get through. So she came to our flat in person and discovered that we were not on the phone. Obviously somebody else outside our flat was using our line at that very time.

After we paid the sum of the monthly service charges and all HBS Billing Service charges of the last bill promptly on July 9, 2001, and included the attached letter which a second plead to Ameritech to sort out what is fundamentally wrong with the bills they keep on sending us, we got on July 11 a note that is threatening the disconnection of our phone on July 18, 2001, if we do not pay for the calls we obviously did not originate. Blackmailing is obviously not the correct way to treat customers, but we understand that Ameritech is a large organisation with many different departments who work more or less independently from each other and where certain procedures are always followed. On the other hand, we do not intend to yield to the blackmailing as we have confidence in the general business principle that one is not obliged to pay for services one did neither receive nor order.

Ameritech's note from July 11, mentioned that we could attempt to resolve the dispute by calling Ameritech at 1-800-634-4948, which we did a the same day. The operator at this number advised us to call 1 800 244 4444, which we did as well on the same day and one day later again. The operators we spoke too were, however, not prepared to accept that the bills we received from Ameritech are fundamentally wrong and did not give us an address to which we could sent our complaint in writing. As a last resort it was mentioned in the note from Ameritech that one may write to 527 East Capital Ave., Springfield IL 62794-9280 which we did on July 11 as well. Please be so kind as to help us! A sensible thing to do may be to forward this letter to the right department that takes customer complaints seriously.

Kind Regards, Yours truly

Enclosures

*Dr. Svoboda*

*Peter Moeck*

Dr. Svoboda Alexandrova Dimitrova  
3rd floor, rear apartment  
1149 West Taylor Street  
Chicago IL 60607-4221

## Revisions for Account Number 312 455-2199 040 8

Ameritech  
Bill Payment Center  
Chicago IL 60663-0001

June 24, 2001

Dear Sir or Madam,

### Revision of your Monthly Statements May 2 - June 1, 2001

Enclosed we sent you a check over \$ 23.62 which is the exact difference between the \$ 186.34 on the monthly statement May 2 - June 1, 2001, the \$144.95 total AT&T charges, the \$15.55 total local calls, and the \$ 2.22 total local tolls. We made this deduction as we did not originate any of the long distance calls and with certainty not all of the 272 local calls! As a matter of fact, I left for a vacation to Europe on May 6, 2001 and my partner left for a business/vacation to Europe on May 12. There is, thus, absolutely no way - and we can prove it as we were abroad at these times\* - that anyone of the following calls has been made by us (i.e. from our phone as nobody else lives in our flat):

May 13, 5-39pm, Hobart,	IN 219 947-3839
May 13, 8-49 pm, Warren,	MI 810 283-5335
May 13, 8-50 pm, Newbuffalo	MI 616 469-8477
May 13, 10-01 pm, Springfield	OH 937 390-5593
May 13, 10-28 pm, Palm Cost	FL 386 447-1614
May 13, 11-36 pm, Rockford	IL 815 226-5617
May 13, 11-36 pm, Rockford	IL 815 987-2721
May 14, 3-37 pm, Hayward	CA 510 723-8800
May 14, 4-42 pm, Valparaiso	IN 219 548-0631

As we do not recognise any of the other 20 mysterious items in the AT&T long distance section, we are absolute sure that we did not originate them. Hence, we are not going to pay for them. The monthly statement May 2 - June 1, 2001 shoes, in addition, under the local bill section 110 calls billed at \$ 0.05 each and 161 calls totalling 256 minutes billed at \$ 0.05 per minute. We did make local calls from time to time in the past (about 10 calls per month), but it is absolutely inconceivable that we did all of these calls in the month of May. From the itemised local calls

May 7, 15-58 pm, Hammond	IN 219 852-0018
May 7, 1-01 pm, Spring grv	IN 815 675-7265
May 7, 2-05 pm, E Chicago	IN 219 397-0512
May 7, 3-19 pm, Merrillvl	IN 219 647-6061
May 13, 9-28 pm, Gary	IN 219 944-8361
May 13, 9-30 pm, Highland	IN 219 923-2563

we do not recognise any phone number and we are sure that we did not originate them. Please sent us a modified bill for our local calls for the period May 2 to June 1, to be more precise up to May 12, 2001 and we will immediately pay for our 10 or so local calls.

### Revision of your Monthly Statements April 2 - May 1, 2001

Unfortunately, my partner paid in early May (when I had already left for Europe) the previous monthly statement April 2 - May 1, 2001 in full without consulting me. Closer inspection shows that there are as well 15 mysterious long distance calls about which we are absolutely sure that we did not originate them. As a matter of courtesy, we ask you therefore to reimburse us with the cost of these 15 calls, i.e. a total of \$ 70.89. This monthly statement shows, in addition, under the local bill section 210 calls billed at \$ 0.05 each and 330 calls totalling 467 minutes billed at \$ 0.05 per minute. From the 14 itemize local calls on this bill, we do not recognise any of the telephone numbers and are therefore absolutely sure that we did not originate them. As I stated above we did make local calls from time to time in the past (about 10 calls per month), but it is absolutely inconceivable that we did all of these 540 local calls in the month of April. As it is difficult

to figure out how much we did in fact owe you for the local calls we made, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements March 2 - April 1, 2001**

Unfortunately, we already paid the monthly statement March 2 - April 1, 2001. There is a slight some possibility that we originated all or some of the 21 local calls at \$0.05 each and the 4 local calls totalling 6 minutes per \$0.05. We do, however, not recognise the one itemised call April 2, 3.41 pm Spring grv IL 815 675-7265. As we did not originate this call for sure, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements February 2 - March 1, 2001**

Unfortunately, we already paid the monthly statement February 2 - March 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 5 local calls totalling 6 minutes per \$0.05, we suggest you compensate us in an appropriate form.

### **Revision of your Monthly Statements January 2 - February 1, 2001**

Unfortunately, we already paid the monthly statement January 2 - February 1, 2001. As there is no way that we originated all of the 49 local calls at \$0.05 each and the 1 3way activation billed at \$ 0.70, we suggest you compensate us in an appropriate form.

### **Further Monthly Statements**

As we are aware that it will take you some time to sort out these mysterious AT&T long distance calls and local calls in excess of 50 up to some 500 per month, **we will take the liberty of ignoring these two sections on further monthly statements in the future until you reimbursed us with at least the \$ 70.89 from the monthly statement April 2- May 1, 2001 and have given us an appropriate refund for the excess local calls. Until this matter is settled, the very few long distance calls in the USA we may make in the future will be done on our account with GlobalCall. Occasionally, we may make long distance calls abroad using HBS and Telecom\*USA. Until this matter is settled, we will not make any local call from our telephone.**

Yours truly,



\* While I am still in the possession of my air tickets, my partner submitted them for reimbursements to the institutions (Technical University Cottbus (Brandenburg, Germany), Physical-Technical Institute of the Federal Government Braunschweig (Niedersachsen, Germany) he visited. He has, however, not difficulty of proving that he left Chicago on May 12, 2001. I only returned on June 21, 2001 to Chicago (stamp by the O'Hare immigration office in my passport), and my partner returned to Chicago on June 1, 2001 (stamp by the O'Hare immigration office in his passport).